

MIOSHA

Michigan Occupational Safety and Health Administration (MIOSHA)
Department of Licensing and Regulatory Affairs (LARA)

AGENCY INSTRUCTION

DOCUMENT IDENTIFIER:

MIOSHA-ADM-10-4R2

DATE:

September 19, 2018

SUBJECT: Comment/Suggestion Card for MIOSHA Services

- I. Purpose. To provide a system to obtain customer feedback on the level of service provided by MIOSHA staff and how well the objective of the “Connecting MIOSHA to Industry” initiative is being met. The card also compliments the “Customer Survey” developed for Strategic Plan Goal 3.1 (Foster a culture of integrity, inclusion, teamwork, and excellence to strengthen confidence in and delivery of MIOSHA services.).
- II. Scope. The MIOSHA Comment/Suggestion Cards will be used by the General Industry Safety and Health Division (GISHD), the Construction Safety and Health Division (CSHD), the Consultation Education and Training (CET) Division, and the Technical Services Division (TSD). GISHD, CSHD, and CET will use the same version of the Comment/Suggestion card. The TSD Radiation Safety Section (RSS) has developed a unique card to fit their business model.

The MIOSHA Appeals Division may also use cards as appropriate.
- III. References. [MIOSHA Strategic Plan FY 2019 – 2023](#); Strategic Goal 3.1
- IV. Distribution. MIOSHA Staff; Federal OSHA; S-drive Accessible; MIOSHA Messenger; and Internet Accessible.
- V. Cancellations. All previous versions of this agency instruction.
- VI. Next Review Date. This instruction will be reviewed in five years from date of issuance.
- VII. History. History of previous versions include:
MIOSHA-ADM-10-4R1, August 3, 2015.
MIOSHA-ADM-10-4, August 10, 2010.
MIOSHA-MEMO-ADM-06-2R1, April 25, 2007.
CET-MEMO-ADM-06-1, June 5, 2006.
MIOSHA-MEMO-ADM-06-2, April 24, 2006.
- VIII. Contact. [Barton G. Pickelman](#), Director
- IX. Originator. Barton G. Pickelman, Director
- X. Background. MIOSHA staff provide skilled service and quality assistance to Michigan employers and employees on a daily basis. Each year thousands of employers and employees have contact with MIOSHA personnel. Oftentimes those interacting with MIOSHA provide positive feedback to the staff person providing the service or have suggestions for improving program effectiveness. However, there had not been a simple, ongoing way to collect feedback on the level of service provided.

To help ensure the program continues to be responsive and is useful, the MIOSHA Strategic Plan for FY 1999-2003 included a goal of ensuring that “Ninety percent of

employers and workers receiving a MIOSHA intervention rate their experience as useful in identifying and correcting workplace hazards and exposures.”

- XI. Significant Change. Removed references to the Wage and Hour Program.
- XII. Distribution of Comment/Suggestion Cards. Each division may distribute two cards with the same input fields, but designed using different colors to identify the route of distribution for each inspection, intervention, or investigation. Blue and green cards are distributed by CET, CSHD, GISHD, and RSS.
 - A. Hard Copy Blue Cards. CET, CSHD, GISHD and RSS field staff will be supplied with blue cards to distribute to employees or employers during the site visit, at their discretion. The field staff or designated administrative support staff will fill in the date, the field staff member’s name, and division (CET, CSHD, and GISHD only). Inclusion of the company name (CET, CSHD, and GISHD only) or facility name (RSS only) is optional. The blue cards will be more indicative of the comments for the field staff. See [Appendix A](#) for CET, CSHD, and GISHD card example. See [Appendix B](#) for RSS card example.
 - B. Hard Copy Green Cards (CET, CSHD, and GISHD only). Employers will be mailed a green card along with the final letter that is sent after the inspection (e.g., mailed with the final close-out letter after the employer has been assisted through the abatement process). The administrative support staff responsible for mailing the final letter at the conclusion of an investigation will fill in the date, the field staff member’s name, the division, and the company name. The green cards will be more indicative of the comments for the process.
 - C. Hard Copy Green Cards (RSS only). Facilities will be mailed a green card along with the letter sent documenting the results of a primary inspection; the results of a radiation shielding plan review; with changes to mammography machine authorizations; with the initial registration certificate issued to a new facility; or in other situations determined to be appropriate by RSS staff. The inspector, plan reviewer, or Radiation Machine Registration Unit staff will fill in the date and the name of the RSS representative.
 - D. Electronic Green Cards (CET, CSHD, and GISHD only). Electronic card may be sent to employers who provide valid email addresses. Administrative support staff responsible for emailing the final letter at the conclusion of an enforcement or consultative intervention will include an electronic version of the green Comment/Suggestion Card. See [Appendix C](#) for an example of the electronic green card used by CET, CSHD, and GISHD divisions.

The electronic green cards have seven required fields that must be completed before the “Email Form” button on the card will work. These seven pieces of information are the minimum needed to submit an entry in the Agency Comment/Suggestion card database.

The first three input fields on the form are to be completed by the customer by selecting a response from a dropdown list. The other four required fields will be completed by MIOSHA staff before the form is emailed to the customer. These

fields include “Date of Intervention,” “MIOSHA Representative,” “MIOSHA Division,” and “Company Name.” If there was a second MIOSHA Representative involved in the inspection or intervention, the “Second MIOSHA Representative” and “Second MIOSHA Division” fields will also be completed by MIOSHA staff before the card is saved and emailed to the customer.

Procedure for Completing an Electronic Green Card.

1. Open the appropriate file (CC_Green_12042013.pdf) from the folder S:\Public\Forms\Agency\Comment Cards. The numeric portion of the file name may change due to future revisions.

Note: Always copy the file from this location to ensure you are using the most current version.
 2. Complete the following form fields:
 - a) Date of Intervention
 - b) MIOSHA Representative
 - c) MIOSHA Division
 - d) Company Name
 - e) If there was a second MIOSHA Representative involved, also complete the “Second MIOSHA Representative” and “Second MIOSHA Division” fields.
 3. Choose File/Save As or click the Diskette Icon on the toolbar to save the file in a new location with a new descriptive name including the division and date (e.g. GISHD_Acme_Widgets_12-03-2013). Hyphens, spaces and underscores can be used, but slashes (/ or \) are not allowed in file naming.
 4. Address the closing email to the customer and attach the saved file to the email.
 5. When the customer completes the form they will use the “Email Form” button to return the form to the MIOSHA-Comment-Cards mailbox. If the customer emails the form back to the MIOSHA representative, the representative will forward the customer’s email to MIOSHA-Comment-Cards@michigan.gov without opening the attachment. Always treat cards with customer responses as confidential information.
- E. Necessary Information for Processing Cards. The following information is necessary for processing the comments and suggestions received. The cards will have the date (“Intervention Date” CET, CSHD, and GISHD only), company name (CET, CSHD, and GISHD only), Facility Name (RSS only is optional), name of the MIOSHA representative, and their division on the cards at the time of distribution. Less favorable comments may be affected by the reason for the intervention, circumstances surrounding the intervention, or the extent of the

citations and/or penalties issued. Therefore, comments must be correlated with interventions in order to better understand the nature of the comments.

- XIII. The hard copy postage paid cards will be mailed to Lansing for processing. The electronic versions of the card will be returned by the customer as an attachment to an email addressed to MIOSHA-Comment-Cards@michigan.gov.
- XIV. Procedures have been established for processing completed cards and providing MIOSHA Administration with a summary of the responses. Data entry will be performed by TSD staff and processed cards will be forwarded to the identified division, section, or program for review and distribution to the appropriate MIOSHA field staff. Copies of cards with comments that affect other divisions, sections, or programs will be shared with the affected business unit. A report containing contact information from the hard copy cards, for those customers that wish to be added to MIOSHA GovDelivery email lists, will be emailed to the appropriate division, section, or program.
- XV. Effects on Performance and Training. Feedback provided on the comment/suggestion cards will not be negatively referenced during MIOSHA staff's annual performance reviews. Feedback from the comment/suggestion cards will not be the basis for disciplinary action. If there is a trend of constructive comments received, the information could be used to provide informal feedback to an individual or group.

Appendix A (Blue and Green Cards)



MIOSHA Comment/Suggestion Card



How would you rate your overall experience with MIOSHA?

☐ Useful

☐ Not Useful

Did you find the staff to be knowledgeable about employee safety and health issues?

☐ Yes

☐ No

Did the staff explain how to correct the safety and health hazards they identified?

☐ Yes

☐ No

☐ N/A

Based on the MIOSHA intervention, did you implement specific changes in your workplace, for example, updated a policy/written program, conducted safety/health training, corrected safety/health violations, established hazard recognition system, etc.? Please be specific: _____

What can MIOSHA do better? _____

Optional information

Company Name: _____ Contact Name: _____

Telephone: _____ Email: _____



I would like to receive electronic announcements on: ☐ Consultation Education and Training (CET) ☐ MIOSHA Standards Updates

Date: _____ MIOSHA Representative(s): _____ Division: _____



The mission of MIOSHA is to help protect the safety and health of Michigan workers.

5/11

Appendix B (Blue and Green Cards)

	MIOSHA Comment/Suggestion Card Radiation Safety Section	
<p>How would you rate your overall experience with Radiation Safety?..... <input type="checkbox"/> Useful <input type="checkbox"/> Not Useful</p> <p>Did you find the staff to be knowledgeable about x-ray machine issues? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Did the staff clearly answer your questions? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p>		
<p>Based on your interaction with Radiation Safety, did you implement specific changes at your facility, for example, made changes to the registration, updated/created a written policy/ program, updated/created quality control program, conducted radiation safety training, corrected violations, etc.? Please be specific: _____</p> <p>_____</p> <p>What can Radiation Safety do better? _____</p>		
<div style="border: 1px solid black; padding: 5px;"><div style="float: left; width: 30px; text-align: center; border-right: 1px solid black; padding-right: 5px;"><i>Optional</i></div><div style="float: right; width: 970px;"><p>Facility Name: _____ Contact Name: _____</p><p>Telephone: _____ Email: _____</p><p>I would like to receive electronic announcements from the Radiation Safety Section <input type="checkbox"/></p></div><div style="clear: both;"></div></div>		
<p>Date: _____ Radiation Safety Representative: _____ Division: <u>TSD</u></p> <p style="text-align: center;"><i>The mission of MIOSHA is to help protect the safety and health of Michigan workers.</i> 5/14</p>		

Appendix C



MIOSHA Comment/Suggestion Card Green

How would you rate your overall experience with MIOSHA?

Did you find the staff to be knowledgeable about employee safety and health issues?

Did the staff explain how to correct the safety and health hazards they identified?

Based on the MIOSHA intervention, did you implement specific changes in your workplace, for example, updated a policy/written program, conducted safety/health training, corrected safety/health violations, established hazard recognition system, etc.? Please be specific:

What can MIOSHA do better?

Date of Intervention:

MIOSHA Representative:

MIOSHA Division:

Second MIOSHA Representative:

Second MIOSHA Division:

Optional Information

Company Name: Contact Name:

Telephone: Email:

The mission of MIOSHA is to help protect the safety and health of Michigan workers.
Please visit www.michigan.gov/miosha to learn more about the diverse range of services we provide to meet the needs of our customers.
Please subscribe to MIOSHA's electronic mail lists by visiting https://public.govdelivery.com/accounts/MILARA/subscribe/topics?sp=MILARA_7.
Please submit this completed form by using the "Email Form" button at the top of this page. If the button does not open your email client, please save the completed form and attach it to an email addressed to: MIOSHA-Comment-Cards@michigan.gov.

Email Form
Print Form